Oracle® Real User Experience Insight

Release Notes

12*c* Release 4 (12.1.0.5.2) for Linux x86-64

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Oracle Real User Experience Insight (RUEI) provides you with powerful analysis of your network and business infrastructure. You can monitor the real-user experience, define Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), and trigger alert notifications for incidents that violate them.

RUEI is a Web-based utility to report on real-user traffic requested by, and generated from, your Web infrastructure. It measures the response times of pages and user transactions at the most critical points in your network infrastructure. An insightful diagnostics facility allows Application Managers and IT technical staff to perform root-cause analysis.

This document provides information about the changes introduced to Oracle Real User Experience Insight (RUEI) in release 12.1.0.5 and 12.1.0.5.2. Known issues and limitations are also described. It is recommended that you review its contents before installing the product or upgrading to this version of the product.

This document contains the following sections:

- "New Features Included in the Release"
- "Installation/Upgrade Procedure"
- "Known Issues and Limitations"
- "Compatibility Issues"
- "Bugs Fixed"
- "Product Documentation"
- "Documentation Accessibility"

Important

If you are upgrading from a release other than the most recent previous release, it is *strongly* recommended that you review the *Release Notes* for each of the intermediate releases for information about possible compatibility issues. This information is available at the following location:

`http://www.oracle.com/technetwork/documentation/realuserei-091455.html`

1 New Features Included in the Release

- **SEO-REST Support**

  RUEI now supports improved monitoring of REST (REpresentational State Transfer) style applications by allowing the HTTP Method to be returned as part of the page name. This naming scheme option reports the HTTP Method, followed

by a space character, then the complete URL. This release also supports for translations for this feature so that these methods can be translated into more functional terms.

- **Tablespace Configuration**

  RUEI now supports the use of custom tablespaces (previously RUEI only supported the USERS tablespace). This customization provides more flexibility for database maintenance and allows users to adopt corporate standards for tablespace naming.

- **Custom Ruling on User Agent for Mobile App Support**

  RUEI now supports the ability to distinguish between App based traffic and browser traffic. By creating custom ruling based on user agent strings, you can separate the different traffic.

- **Flexible Framework Exception Configuration**

  RUEI now supports wildcards and full URLs as part of a Framework Exceptions configuration. This provides more flexible configuration options for applications where the top level directory can not be used.

- **Multiple Sources for Custom Dimensions**

  In this release, it it possible to configure multiple sources for a single custom dimension level and each source can benefit from the rulings facility. This feature allows you to use the same custom dimension for functionally same information, even when the information arrives from different sources. In addition, issues related to using the same source multiple times in Custom Dimensions have been resolved.

- **Advanced Structure Ruling for Custom Dimensions**

  RUEI now supports entering custom ruling for every custom dimension source.

- **Locale Support**

  In some environments monitoring of usage, performance and resources needs to be based on locale. RUEI now provides a configuration option for optional territory and language reporting inside of each application.

- **JSON Support for Extracting Data**

  RUEI now has ability to extract a JSON element from a response or request. The syntax used is XPath, and this support is available on top of XPath in all locations where XPath capabilities were available in earlier RUEI versions.

- **Easier Way to Access Historic KPI Data**

  KPI data can now be browsed in the Monitored KPIs reports and default reports on KPI failure rate and value trend are available.

- **Support for Virtualized Collectors**

  RUEI now supports virtualized collectors. GRE tunnels, rather than tap or span ports, make the traffic available to the RUEI collector. Information on how to set up GRE tunnels and specific limitations of such a configuration will be made available via a knowledge base article shortly after the release.

2 Installation/Upgrade Procedure

The installation procedure, together with the procedure to upgrade an existing RUEI 11.1 or 12.1.*x* installation to version 12.1.0.5.*x*, is fully described in the *Oracle Real User Experience Insight Installation Guide*.

> **Note:** It is recommended that you check the availability of all hot fixes for the release to which you are upgrading, and apply (if relevant) before starting the upgrade procedure.

2.1 Upgrading from RUEI 12.1.0.5 to RUEI 12.1.0.5.2

The following procedure describes the steps required to upgrade from RUEI 12.1.0.5 to RUEI 12.1.0.5.2.

> **Important:** Before proceeding with the upgrade, make a backup of your configuration, the main database, and the databases on each processor separately. Select **System**, then select **Maintenance**, and then click **Backup and restore**. The configuration backup is required in case of a rollback.

1. Unzip the patch files as the root user.
2. Change directory to the directory where the files were extracted in step 1.
3. Upgrade the Processor systems by issuing the following commands:

```
chmod a+x 121/*.sh extra/*.sh
cd extra
./ruei-upgrade-12.1.0.5.sh stop_ruei
cd ../121
./ruei-install.sh processor
cd ../extra
./ruei-upgrade-12.1.0.5.sh facts
./ruei-upgrade-12.1.0.5.sh start_ruei
```

   Issue the commands above on each of the Processor systems.

4. Upgrade the Reporter system by issuing the following commands:

```
chmod a+x 121/*.sh extra/*.sh
cd extra
./ruei-upgrade-12.1.0.5.sh stop_ruei
cd ../121
./ruei-install.sh reporter
cd ../extra
./ruei-upgrade-12.1.0.5.sh facts
./ruei-upgrade-12.1.0.5.sh partition_kpi_hist
./ruei-upgrade-12.1.0.5.sh start_ruei
```

5. Upgrade the Collector system by issuing the following commands:

```
chmod a+x 121/*.sh
cd 121
./ruei-install.sh collector
```

3 Known Issues and Limitations

The following issues are known to exist with the release:

- **Vertical bar chart visualizations not available within dashboard items**

  Due to size constraints, the vertical bar chart visualization is only available for time-based dashboard items.

- **External JavaScript files need to be downloaded within Replay viewer**

  If you are using the Internet Explorer browser within the Replay viewer, when clicking a link to an external JavaScript file, you are first prompted to download the external file. In addition, when replaying a page which includes a download hit file (such as an `.exe` or `.rpm`), you are prompted to save the file. This does not occur with Mozilla Firefox.

- **Long dimension level values are truncated**

  All dimension level values (such as page names) are limited to 4000 bytes. Note that bytes are different to characters. Characters may consist of 1 to 4 bytes depending on the encoding used. With a limit of 4000 bytes, the values can contain 4000 ASCII characters, or up to 1000 4-byte characters. If a name is longer than this, it is automatically truncated.

- **Mismatches between previewed reports and generated PDFs**

  Some characters are not rendered in the generated PDF file as they appear in the preview. This is because the preview facility uses locally installed client fonts, while the PDF generation facility uses the RUEI server installed fonts. The default font will cover most customer requirements. However, there are known issues with Asian and Eastern European bold characters. If necessary, you can install a suitable alternative font to resolve this issue. For further information, see the *Oracle Real User Experience Insight Installation Guide*.

- **URL reporting**

  RUEI reports URLs in a human-readable format. This means the reported URLs, although they appear to be real URLs, cannot always be copied and pasted into the browser address bar. It is not possible to distinguish between the raw format (received by the Web server) and the more readable format (reported by RUEI). As a result, the following characters might receive a different meaning:, (comma), [,], :, @, !, $, ', (,), *, and +.

- **Pages within the Replay Viewer**

  Application pages may not be available via the Replay Viewer within the Session diagnostics facility, or may appear garbled, if they are based on Rich Internet Applications (RIAs). Examples of RIA frameworks include Ajax, Curl, GWT, Adobe Flash/Adobe Flex/AIR, Java/JavaFX, Mozilla's XUL, OpenLaszlo, and Microsoft Silverlight. However, if the page contains JavaScript code, the JavaScript replay facility can be used to modify the rendering of replayed pages. This is described in section 8.2.19 of the *Oracle Real User Experience Insight User's Guide*.

- **Overlapping or repeated tagging definitions**

  Specifying identification definitions, as well as functional error definitions, that overlap (or are identical) across multiple applications, suites, or services can lead to unexpected results. This restriction applies to page-naming schemes, and any configuration based on custom tags, custom functions, and response content.

- **Service naming schemes within ruling facility**

When a group and name source exist for both service group and name schemes, two levels can be delivered for each source resulting in 4-level service names.

- **Users with application-specific permissions unable to view data within the All user flows group**

  Users who have only application-specific permissions cannot view generic user flows, even if these contain parts (such as conditions or triggers) that meet the user's authorization.

- **Not all time periods available for non-generic user flow dashboard widgets**

  Non-generic user flow dashboard widgets (that is, those that are application, service, or suite specific) are only available when the selected period is the last hour or last 5 minutes. Selection of any other period results in these widgets reporting "N/A".

- **User flow funnel dashboard widgets need to be re-created after upgrading**

  When upgrading to 12.1.0.1, existing user flow funnel dashboard widgets will no longer work. They must to be re-created (or existing ones edited) by selecting "User flow completion" as the data source, "User flows" as the View category, and "Funnel" as the view name.

- **ORA-12805: Parallel Query Server Died Unexpectedly**

  This error can occur when executing a parallel statement using a partial-partition wise join, where the set of partitions accessed is pruned at runtime to no partitions or partitions without any segments.

  This is caused by a known bug in Oracle Database 11.1 and a workaround is available. For more information, see Appendix G of the *Oracle Real User Experience Insight Installation Guide*.

  However, Oracle recommends that you upgrade to database version 11.2.0.3 and download and install patch 13582702 available at the following location:

  `https://support.oracle.com/epmos/faces/ui/patch/PatchDetail.jspx?_afrLoop=33337295036267&patchId=13582702`

4 Compatibility Issues

If you are upgrading from a previous release, you should be aware of the reporting differences highlighted in this section.

- **Reporting of any error and frustrated pages as error pages**

  Previously, some pages with response return codes indicating an error (such as 400 and 500 series codes) were not reported as error pages if the response code was not tagged. Now, they are and will be reported as '(no value)'. In addition, error codes, including those when no response is returned, will also be reported as '(no value)'. More information is available in Appendix D of the *Oracle Real User Experience Insight User's Guide*.

- **Session Diagnostics facility**

  As a result of improvements, the appearance of the Session Diagnostics facility has somewhat changed. Be aware that at least one search criteria must now be specified, and it is no longer possible to specify a criteria to sort the retrieved user records. More information is available in Chapter 4 of the *Oracle® Real User Experience Insight User's Guide*.

Wildcards are now supported for all search fields and more metrics will be displayed in the search result screen.

The following limitations are associated with the new Session Diagnostics facility and apply to all session diagnostics within All sessions and suites:

- Sorting is no longer possible
- Dropdown lists are not filtered internally
- Limited number of sessions returned (not paginated)

- **Data Retention Level Adjustments**

  RUEI maintains data at several aggregation levels, whose retention is configured in days. If you have upgraded from RUEI version 12.1.0.3 or earlier, Oracle recommends that you reduce the aggregation level to 90 days.

  The monthly cubes have many details, but display data per month. If you keep thousands of days worth of data, your disk allocation requirements will be massive (the size of dataset grows daily due to the elimination of the condense process) and the detail is only needed to display day to day tend analyses. If you want to compare data over a longer period (up to 12 months) , a retention level setting of 390 days is preferred. For more information on data retention policies and how to adjust them, see Chapter 12 of the *Oracle® Real User Experience Insight User's Guide*.

5 Bugs Fixed

The following bugs have been fixed in this release:

Table 1 Bugs Fixed in 12.1.0.5.2 Release

Bug Number	Description
18428632	EQUALLY NAMED FILES WITH DIFFERENT CONTENT
17894556	MAIN REPORTER EXPERIENCES KPI COMPUTATION DELAY
17876682	DAILY EMAIL FOR REPORT NOT WORKING
17776843	UNEXPECTED CONTENT MESSAGE ERRORS IN CUSTOM FORMS APPLICATION
17973295	SPECIFIED PARTITION DOES NOT EXIST WHEN DELETING APP
18228237	MISSING CUSTOM DIMENSION IN BROWSE DATA
18266331	ORA-08176: CONSISTENT READ FAILURE; ROLLBACK DATA NOT AVAILABLE ORA-02063
18272051	PORT RANGE NOT INCLUDING LAST PORT
18272002	LOGIN COUNT KPI NOT WORKING
18307994	SEND ALERTS ON KPIS IN COMPATIBLE WAY TO EM
18297192	ADD TARGET PARAMETER AS REQUEST PARAMETER IN SEARCH SESSIONS URL
18336365	PE ERROR : ORA-01489 RESULT OF STRING CONCATENATION IS TOO LONG
18387529	KPI RENDERING ON DASHBOARDS BROKEN UNDER OEL6
18489314	UPGRADE TO 12.1.0.5.1 FAILS WITH "INVALID IDENTIFIER" ERROR

Table 1 (Cont.) Bugs Fixed in 12.1.0.5.2 Release

Bug Number	Description
18137063	SIEBEL: ONE CLICK RESULTS IN MULTIPLE PAGES IN SIEBEL **Caution**: This fix may have an impact on the number of pages reported for your Siebel application. That is, RUEI may report a smaller number of pages for your Siebel application with this fix applied to RUEI.

Table 2 Bugs Fixed in 12.1.0.5 Release

Bug Number	Description
17212165	SEVERAL SUITE DIMENSIONS NON-TRANSLATED
17212942	EXECSQL ARGUMENT 'WG' IS A LIKELY MISTAKE, DOES NOT HAVE A CLEAR ERROR MESSAGE
17441990	FILTERS WHEN CLICKING OUT FROM USER FLOW STATUS ERROR (%) ON STEP DO NOT WORK
17508987	CLASS 'UXSTATISTICSMANAGER' NOT FOUND
17454389	TOO MANY CUBES IN BACKUP DURING UPGRADE
17327424	12.1.0.4 UPGRADE: SNAPSHOT TOO OLD IN BACKUP_DATA_CUBES
17183506	DATA PROCESSING COULD NOT KEEP UP WITH THE AMOUNT OF TRAFFIC MEASURED
17242372	HELPDESK REPORT SHOULD CONTAIN PLAIN TABLE DUMP OF C_ EVENTS NEXT TO READABLE ONE
17219579	KPI PROCESSING: FILTER VALUE NOT ESCAPED
17217493	UPGRADE 12.1.0.3->12.1.0.4 LOSES STATISTICS TABLES
17389971	EXPORT SESSION PAGES POPS UP ERROR
17452925	INCORRECT FILTERS APPLIED WHEN ADDING DASHBOARD WIDGET
17299535	CUBE DATA UPGRADE DOES NOT HANDLE INVALID (DUE TO DST) TIMESTAMPS
17482451	ASREPLAY API FAILS WITH INVALID FILENAME ON RHEL 6 LINUX
17463487	USER WITH "IT USER = INQUIRY" SHOULD NOT DEL "IT" REPORT
17286600	KPI PROCESSING QUERY ERROR WHEN THERE ARE MANY MANY KPIS TO PROCESS
17316604	PROCESSING STOPS BECAUSE OF DB USAGE, BUT QUOTA IS SET TO UNLIMITED
17788984	DATA PROCESSING STATS ARE NOT UPDATED
17794815	SLOW PERFORMANCE SINCE 12.1.0.4(.1) UPGRADE
17811556	EVENT LOG ERRORS AFTER DELETING CUSTOM DIMENSION
17864854	CUBR -ECID FAILS WHEN SESSION DIAGNOSTICS RETENTION SET
17812741	COMPONENT TYPE LOGIC SHOULD NOT REMOVE USERACTIVITYINFO
16570460	PSR:RUEI:FUNC: MULTIPLE FILTER SELECTIONS GET RESET
17880679	MULTISELECT IN DIALOG "DOWNLOAD FRAMEWORK EXCEPTIONS" ISN'T WORKING

Table 2 (Cont.) Bugs Fixed in 12.1.0.5 Release

Bug Number	Description
14624814	SUPPORT FOR EXTRACTING DATA FROM JSON FORMAT
17737634	ADF-PREV-CLIENT-END-TIME.INI DOES NOT SUPPORT OPTIMIZED USERACTIVITY HEADER
17548524	ERROR MESSAGE DURING INSTALLATION OF ACCELERATOR RPM'S
17888348	ADD FRAMEWORK EXCEPTION "MATCH TYPE" IN OVERVIEW (ORDER)
17881600	CUBE BROWSER: MULTI-SELECT ALLOWS APPLYING INCORRECT FILTERS
17834314	SESSION DIAGNOSTCS RETENTION GRAYED OUT
17819284	CANNOT OPEN CACHE : NO SUCH FILE OR DIRECTORY
17926613	RUEI-PREPARE-DB.SH FAILS WITH DEFAULT TABLESPACE SET TO USERS
17801740	COLLECTOR STATISTICS HAVE INTERRUPTED TIMESPAN
17959187	OCI ERROR IN KPI_CONVERT_PERCENT AND CONVERT_CURRENT_ CUBES
17799285	KPI2EM EVENT NAME SHOULD CONTAIN KPI NAME
17963977	ASREPLAY: EM CAPTURE FAILS AT PARSING GET_FILE_LIST

6 Product Documentation

The latest version of the product documentation is available via the link below:

http://www.oracle.com/technetwork/documentation/realuserei-091455.html

7 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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